

2000

Consumer Satisfaction

for

Rolla Regional Center

Community-based Services

Division of Mental Retardation and Developmental Disabilities
Regional Center



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Thanks to the many people who completed the survey and to the staff of participating agencies. Thanks to the members of the Consumer Satisfaction Work Group, the Outcomes Work Group and the Performance Measurement Group.

August 2000

DMH Satisfaction Survey Results

Consumer Satisfaction - 2000

Division of Mental Retardation and
Developmental Disabilities

Agency: Rolla Regional Center

Demographics: Consumers

| | | Total Served | | Agency Survey Returns | | | | |
|-----------------|------------------|--------------|--------|-----------------------|---------------------------|----------------------------------|-------------------|---------------------------------|
| | | State | Agency | Total Agency | Case Management Consumers | Congregate Residential Consumers | In-Home Consumers | Supported Residential Consumers |
| SEX | Male | 59.1% | 57.9% | 41.2% | 66.7% | 33.3% | 37.5% | 33.3% |
| | Female | 40.9% | 42.1% | 58.8% | 33.3% | 66.7% | 62.5% | 66.7% |
| RACE | White | 77.4% | 95.6% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| | Black | 17.3% | 1.9% | 0% | 0% | 0% | 0% | 0% |
| | Hispanic | 0.3% | 0% | 0% | 0% | 0% | 0% | 0% |
| | Native American | 0.1% | 0.1% | 0% | 0% | 0% | 0% | 0% |
| | Pacific Islander | 0.2% | 0.1% | 0% | 0% | 0% | 0% | 0% |
| | Other | 4.7% | 2.4% | 0% | 0% | 0% | 0% | 0% |
| | | | | | | | | |
| MEAN AGE | | | | 37.07 | 33.33 | 61.00 | 32.38 | 45.33 |
| | 0-17 | 42.2% | 40.4% | 0% | 0% | 0% | 0% | 0% |
| | 18-49 | 45.9% | 47.2% | 86.7% | 100.0% | 0% | 100.0% | 66.7% |
| | 50+ | 11.9% | 12.4% | 13.3% | 0% | 100.0% | 0% | 33.3% |

Demographics: Family Members

| | | Agency Survey Returns | | | | | |
|-----------------|------------------|-----------------------|--------------------------------|---------------------------------------|------------------------|--------------------------------------|-------------------------|
| | | Total Family Members | Case Management Family Members | Congregate Residential Family Members | In-Home Family Members | Supported Residential Family Members | Family Directed Support |
| SEX | Male | 57.1% | 66.7% | 66.7% | 25.0% | 33.3% | 68.0% |
| | Female | 42.9% | 33.3% | 33.3% | 75.0% | 66.7% | 32.0% |
| RACE | White | 97.7% | 100.0% | 100.0% | 100.0% | 100.0% | 96.3% |
| | Black | 0% | 0% | 0% | 0% | 0% | 0% |
| | Hispanic | 0% | 0% | 0% | 0% | 0% | 0% |
| | Native American | 0% | 0% | 0% | 0% | 0% | 0% |
| | Pacific Islander | 0% | 0% | 0% | 0% | 0% | 0% |
| | Other | 2.3% | 0% | 0% | 0% | 0% | 3.7% |
| | | | | | | | |
| MEAN AGE | | 29.48 | 39.33 | 50.67 | 40.00 | 47.00 | 20.96 |
| | 0-17 | 34.1% | 0% | 0% | 12.5% | 0% | 51.9% |
| | 18-49 | 45.5% | 66.7% | 33.3% | 50.0% | 66.7% | 40.7% |
| | 50+ | 20.5% | 33.3% | 66.7% | 37.5% | 33.3% | 7.4% |

Sample Size

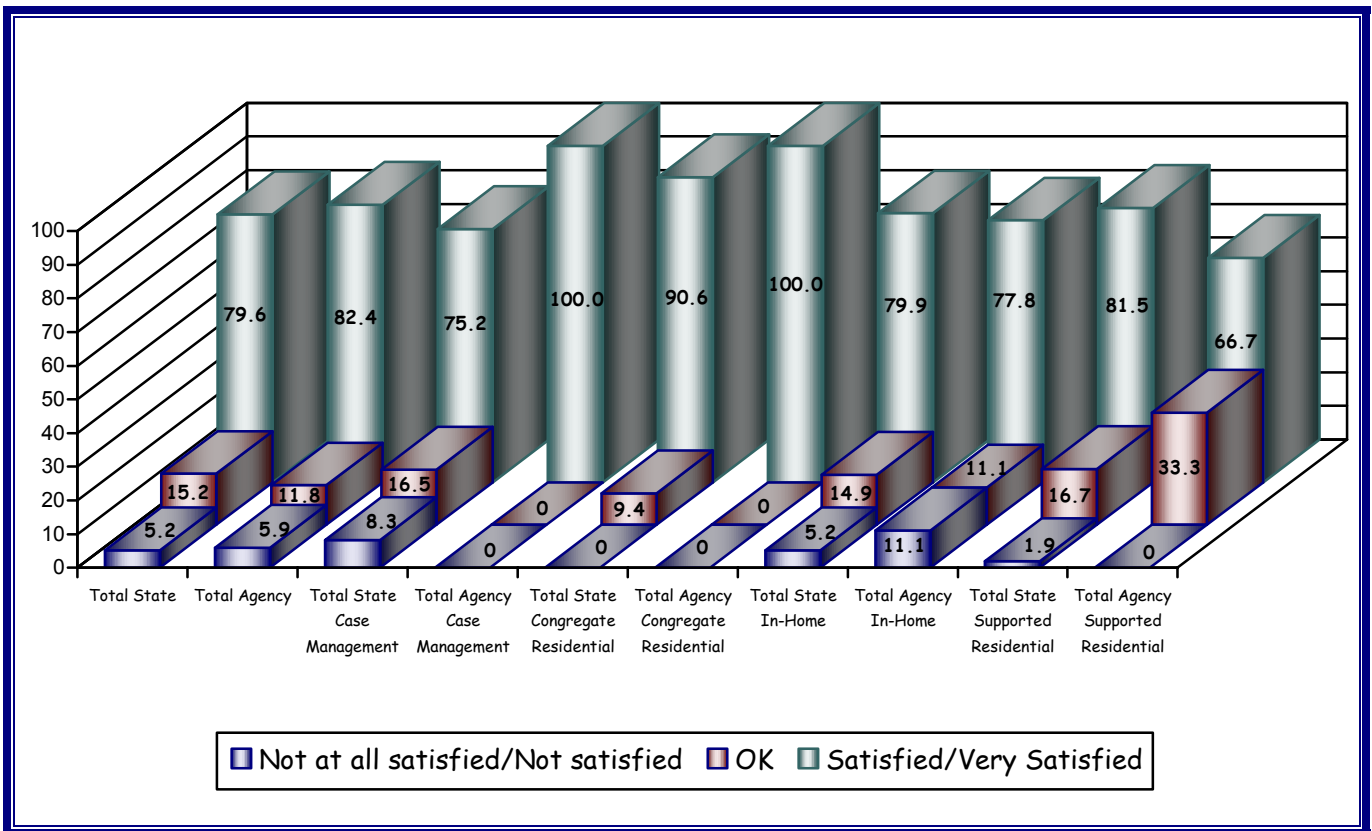
| | ^c Number in Selected Sample | Number of Refusals | Number Unable to Comprehend | Number Unable to be Contacted | Number Interviewed | Percent of Interviewed | ^b Percent Contacted |
|--|--|--------------------|-----------------------------|-------------------------------|--------------------|------------------------|--------------------------------|
| CONSUMERS: | | | | | | | |
| Total State | 989 | 36 ^a | 104 ^a | 228 ^a | 502 | 50.8% | 61.3% |
| Total Agency | 53 | 11 | 7 | 17 | 18 | 34.0% | 47.2% |
| Case Management | 14 | 4 | 1 | 6 | 3 | 21.4% | 28.6% |
| Congregate Residential | 9 | 1 | 2 | 3 | 3 | 33.3% | 55.5% |
| In-Home | 20 | 5 | 2 | 4 | 9 | 45.0% | 55.0% |
| Supported Residential | 10 | 1 | 2 | 4 | 3 | 30.0% | 50.0% |
| FAMILY MEMBERS: | | | | | | | |
| Case Management | 14 | - | - | - | 4 | 28.6% | - |
| Congregate Residential | 9 | - | - | - | 3 | 33.3% | - |
| In-Home | 20 | - | - | - | 8 | 40.0% | - |
| Supported Residential | 10 | - | - | - | 3 | 30.0% | - |
| Family Directed Support | 90 | - | - | - | 27 | 30.0% | - |
| ^a These numbers do not include one regional center. | | | | | | | |
| ^b This represents percentage unable to comprehend and number interviewed. | | | | | | | |
| ^c This sample represents a 3% random sample from each regional center for each type of program. | | | | | | | |

Services for the Deaf or Hard of Hearing

The following represents the percentage of affirmative responses for each item. Item 1(a) "Do you use sign language?" reflects the percent of only those who are deaf or hard of hearing who use sign language. Item 1(b) "Did this agency have signing staff?" reflects the percentage of agencies that deaf or hard of hearing consumers identified as having signing staff available for those who use sign language.

| | Overall Totals | | Total Case Management | | Total Congregate Residential | | Total In-Home | | Total Supported Residential | |
|---|----------------|--------|-----------------------|--------|------------------------------|--------|---------------|--------|-----------------------------|--------|
| | State | Agency | State | Agency | State | Agency | State | Agency | State | Agency |
| 1. Are you deaf or hard of hearing? | 8.0% | 0% | 9.1% | 0% | 5.7% | 0% | 6.3% | 0% | 12.7% | 0% |
| 1(a). If yes, do you use sign language? | 30.8% | 0% | 20.0% | 0% | 33.3% | 0% | 33.3% | 0% | 42.9% | 0% |
| 1(b). If yes, did this agency have signing staff? | 57.1% | 0% | 62.5% | 0% | 100.0% | 0% | 0% | 0% | 66.7% | 0% |
| 2. Did this agency use interpreters? | 17.5% | 0% | 20.7% | 0% | 25.0% | 0% | 5.0% | 0% | 30.0% | 0% |

Overall Satisfaction with Services: Consumers

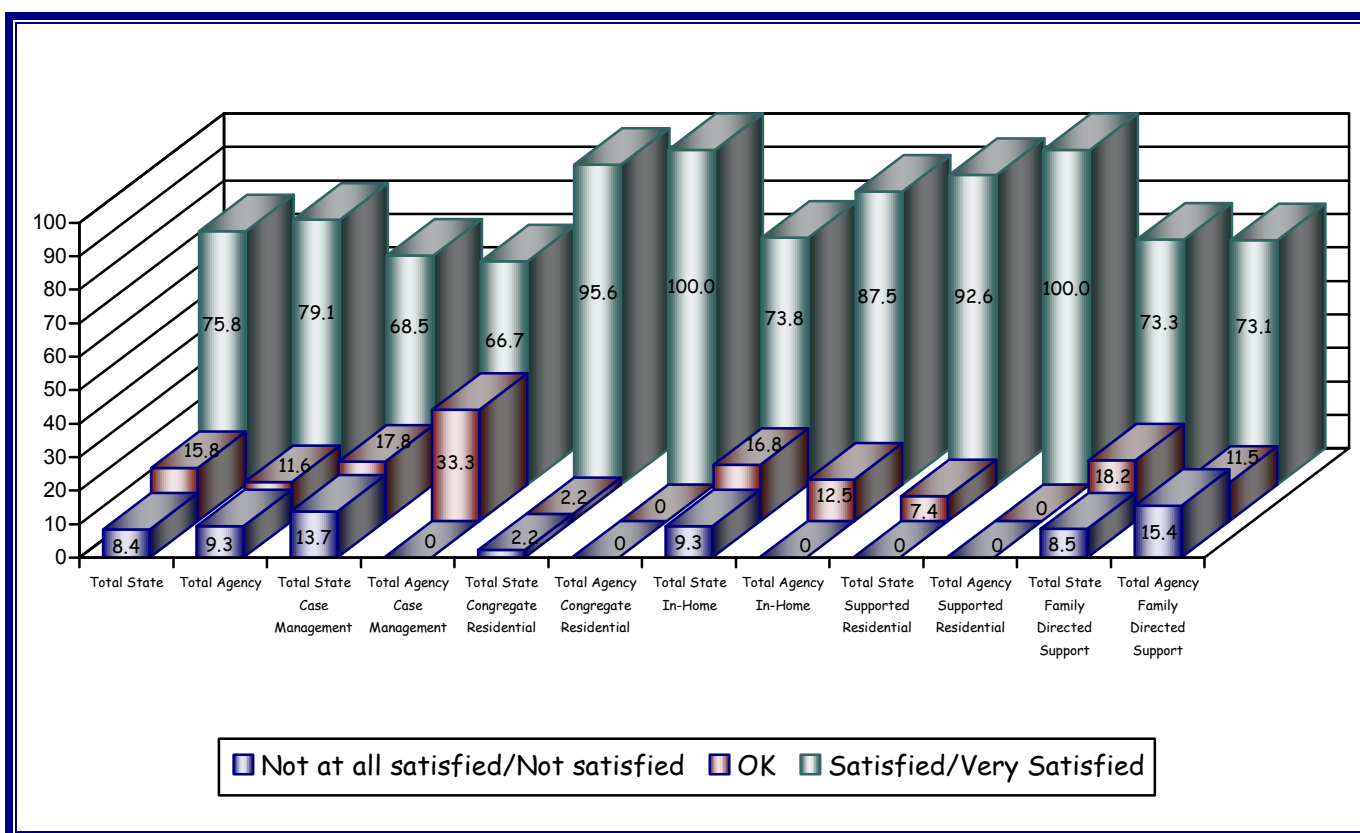


Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 79.6% of the individuals served by the statewide Division of Mental Retardation and Developmental Disabilities were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this regional center who rated it as "satisfied" or "very satisfied" with services was slightly higher than the state average (82.4% for this agency versus 79.6% for the state).
- The Case Management and Congregate Residential groups rated the program higher than other groups (100.0% with at least a "satisfied" rating). The In-Home group also rated the services highly (77.8% with at least a "satisfied" rating).
- The lowest satisfaction was in the Supported Residential program, where only 66.7% of those served gave a "satisfied" or "very satisfied" rating.

Overall Satisfaction with Services: Family Members

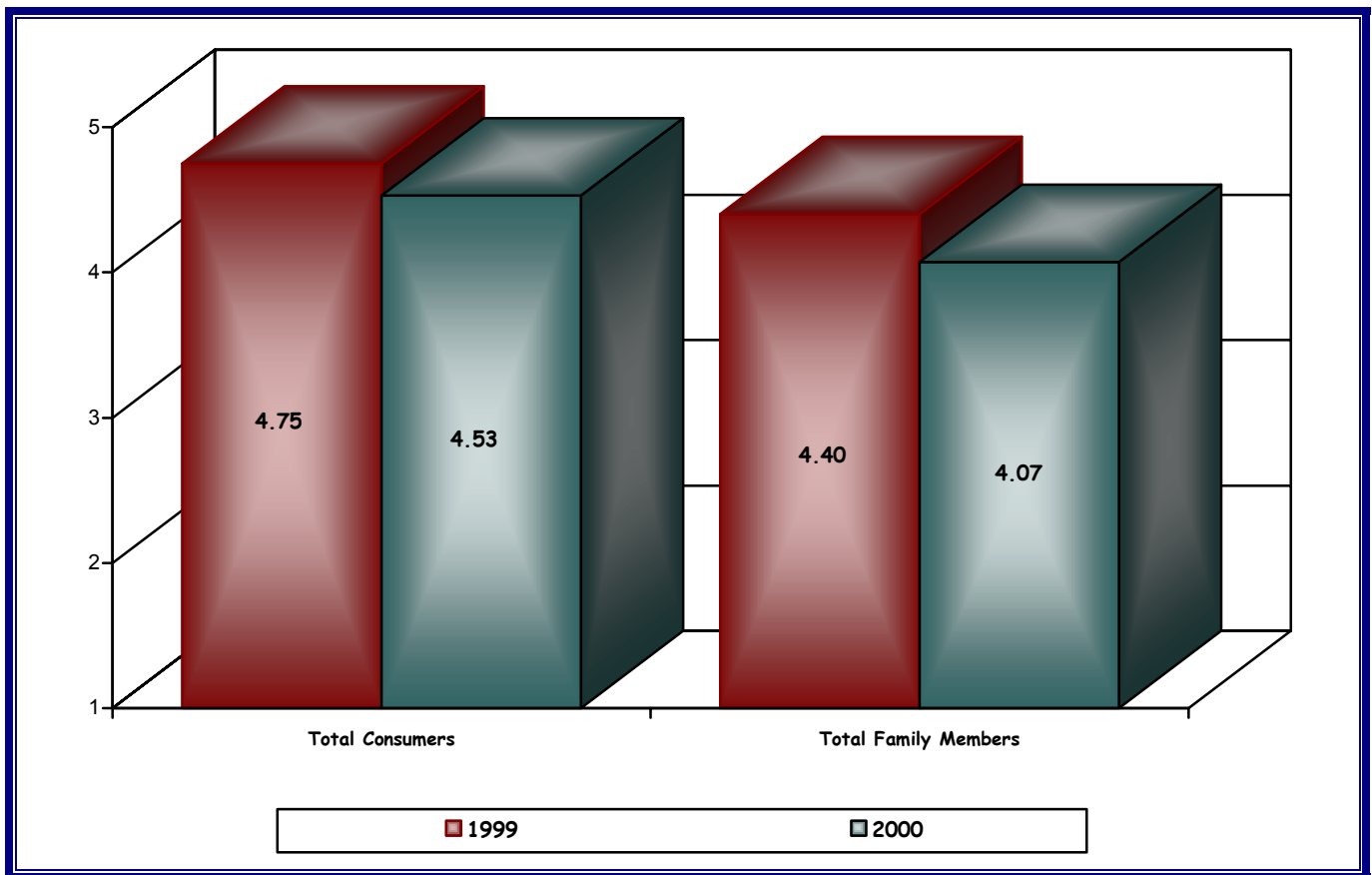


Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 75.8% of the family members who were served by the statewide Division of Mental Retardation and Developmental Disabilities were "satisfied" or "very satisfied" with their services.
- The percent of family members served by this regional center who rated it as "satisfied" or "very satisfied" with services was higher than the state average (79.1% for this agency versus 75.8% for the state).
- The Congregate Residential and Supported Residential groups rated the program higher than other groups (100.0% with at least a "satisfied" rating). The In-Home group also rated the services highly (87.5% with at least a "satisfied" rating).
- The lowest satisfaction was in the Case Management program, where only 66.7% of those served gave a "satisfied" or "very satisfied" rating.

Service Means Comparison of 1999 & 2000



Comparison of 1999 & 2000 Mean Ratings

Some of the key findings were:

- The mean satisfaction with services rating for the consumers was 4.75 in 1999 and 4.53 in 2000.
- The mean satisfaction with services rating for family members was 4.40 in 1999 and 4.07 in 2000.
- The mean satisfaction with services rating for both consumers and family members has decreased this year.

Satisfaction with Services: Consumers

| How satisfied are you . . . | Total Consumers | | Case Management | | Congregate Residential | | In-Home | | Supported Residential | |
|--|-----------------|--------------|-----------------|-------------|------------------------|-------------|---------------|-------------|-----------------------|-------------|
| | State | Agency | State | Agency | State | Agency | State | Agency | State | Agency |
| 1. with the people who are paid to support you? | 4.43 (323) | 3.79 (14) | 4.23 (91) | 4.00 (2) | 4.49 (43) | 5.00 (3) | 4.52 (130) | 3.67 (6) | 4.51 (59) | 2.67 (3) |
| 2. with how much your support staff know about how to get things done? | 4.38 (294) | 3.92 (13) | 4.36 (87) | 5.00 (2) | 4.32 (38) | 3.67 (3) | 4.34 (115) | 4.00 (6) | 4.56 (54) | 3.00 (2) |
| 3. with how staff and/or case manager keeps things about you and your life confidential? | 4.52 (309) | 4.65 (17) | 4.39 (95) | 4.33 (3) | 4.56 (36) | 5.00 (2) | 4.58 (125) | 5.00 (9) | 4.58 (53) | 3.67 (3) |
| 4. that your plan has what you want in it? | 4.44 (275) | 4.50 (16) | 4.32 (82) | 5.00 (3) | 4.58 (33) | 5.00 (2) | 4.49 (109) | 4.50 (8) | 4.45 (51) | 3.67 (3) |
| 5. with how the case manager and support people are doing what your plans says they should do? | 4.38 (296) | 4.25 (16) | 4.29 (90) | 5.00 (3) | 4.41 (34) | 5.00 (2) | 4.37 (120) | 4.11 (9) | 4.54 (52) | 3.00 (2) |
| 6. that the staff respect who you are? (your family background and values; racial background; your religion) | 4.63 (322) | 4.67 (18) | 4.52 (104) | 5.00 (3) | 4.68 (37) | 4.33 (3) | 4.73 (125) | 4.78 (9) | 4.57 (56) | 4.33 (3) |
| 7. with the supports and services that you receive from the Regional Center? | 4.49 (329) | 4.53 (17) | 4.34 (109) | 5.00 (3) | 4.81 (32) | 5.00 (2) | 4.49 (134) | 4.33 (9) | 4.59 (54) | 4.33 (3) |
| 8. that the services you receive are provided in a timely manner? | 4.14 (308) | 3.59 (17) | 4.11 (99) | 3.00 (3) | 4.00 (32) | 5.00 (2) | 4.23 (122) | 3.89 (9) | 4.09 (55) | 2.33 (3) |
| 9. with your case manager? | 4.55 (370) | 5.00 (18) | 4.46 (119) | 5.00 (3) | 4.68 (44) | 5.00 (3) | 4.58 (148) | 5.00 (9) | 4.53 (59) | 5.00 (3) |
| <p>The first number represents a mean rating. Scale: (items #1-9): 1=Sad/Not Happy . . . 3=Just OK . . . 5=Happy. [Two additional responses were possible: "Do not understand" and "Does not apply to me". The number in parentheses represents the number responding to this item.</p> | | | | | | | | | | |

Some of the key findings were:

- The participants in the statewide Division of Mental Retardation and Developmental Disabilities Regional Center Programs were satisfied with the services they received. All service ratings were above the mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this regional center ranged from 3.59 to 5.00. The highest rated item was with their case manager and the lowest rated item was that the services are received in a timely manner.
- The Case Management and Congregate Residential participants were the most satisfied with services (mean rating of 5.00).

Satisfaction with Services: Family Members

| How satisfied are you . . . | Total Family Members | | Case Management | | Congregate Residential | | In-Home | | Supported Residential | | Family Directed Support | |
|---|----------------------|--------------|-----------------|-------------|------------------------|-------------|---------------|-------------|-----------------------|-------------|-------------------------|--------------|
| | State | Agency | State | Agency | State | Agency | State | Agency | State | Agency | State | Agency |
| 1. with the people who are paid to support your family member? | 4.20 (464) | 4.22 (41) | 3.94 (62) | 3.00 (3) | 4.49 (45) | 5.00 (3) | 4.04 (101) | 4.63 (8) | 4.46 (26) | 4.33 (3) | 4.26 (230) | 4.13 (24) |
| 2. with how much your family member's support staff know about how to get things done? | 4.03 (479) | 3.90 (42) | 3.81 (68) | 2.67 (3) | 4.33 (45) | 5.00 (3) | 3.98 (99) | 4.43 (7) | 4.28 (25) | 4.33 (3) | 4.02 (242) | 3.73 (26) |
| 3. with how staff and/or case manager keeps things about your family member and his/her life confidential? | 4.33 (475) | 4.22 (41) | 4.19 (67) | 3.67 (3) | 4.51 (45) | 5.00 (3) | 4.10 (99) | 4.43 (7) | 4.40 (25) | 4.67 (3) | 4.43 (239) | 4.20 (25) |
| 4. that your family member's plan has what he/she wants in it? | 4.13 (468) | 4.12 (42) | 4.16 (62) | 3.33 (3) | 4.23 (44) | 4.67 (3) | 3.99 (99) | 4.38 (8) | 4.44 (25) | 4.67 (3) | 4.13 (238) | 4.00 (25) |
| 5. with how the case manager and support people are doing what your family member's plan says they should do? | 4.06 (479) | 3.90 (41) | 3.94 (67) | 3.00 (3) | 4.30 (44) | 5.00 (3) | 3.91 (98) | 3.71 (7) | 4.28 (25) | 4.67 (3) | 4.09 (245) | 3.84 (25) |
| 6. that the staff who provide services to your family member respect his/her ethnic and cultural background? | 4.41 (421) | 4.41 (37) | 4.27 (63) | 3.33 (3) | 4.56 (41) | 5.00 (3) | 4.21 (82) | 4.50 (4) | 4.54 (24) | 4.33 (3) | 4.48 (211) | 4.46 (24) |
| 7. with the supports and services that your family member receives from this Regional Center? | 4.07 (499) | 4.07 (43) | 3.77 (73) | 3.67 (3) | 4.38 (45) | 5.00 (3) | 3.93 (107) | 4.25 (8) | 4.56 (27) | 4.67 (3) | 4.12 (247) | 3.88 (26) |
| 8. that services to your family member are provided in a timely manner? | 3.95 (499) | 3.91 (43) | 3.73 (71) | 3.00 (3) | 4.48 (46) | 5.00 (3) | 3.90 (109) | 4.13 (8) | 4.41 (27) | 4.67 (3) | 3.89 (246) | 3.73 (26) |
| 9. with your family member's case manager? | 4.25 (494) | 4.26 (42) | 3.99 (70) | 3.67 (3) | 4.60 (43) | 5.00 (3) | 4.08 (109) | 4.14 (7) | 4.63 (27) | 4.67 (3) | 4.29 (245) | 4.23 (26) |
| <p>The first number represents a mean rating. Scale: (items #1-9): 1=Not at all satisfied . . . 5=Very satisfied. [One additional response was possible: "Does not apply to me"]. The number in parentheses represents the number responding to this item.</p> | | | | | | | | | | | | |

Some of the key findings were:

- The family members of participants in the statewide Division of Mental Retardation and Developmental Disabilities Regional Center Programs were satisfied with the services they received. Only one service rating fell below the mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this regional center ranged from 3.90 to 4.41. The highest rated item was that the staff who provide services to their family member respect his/her ethnic and cultural background. The lowest rated items were with how much their family member's support staff know about how to get things done and with how the case manager and support people are doing what their family member's plan says they should do.
- The Congregate Residential family members were the most satisfied with services (mean rating of 5.00).

Satisfaction with Quality of Life: Consumers

| How satisfied are you . . . | Total Consumers | | Case Management | | Congregate Residential | | In-Home | | Supported Residential | |
|--|-----------------|--------------|-----------------|-------------|------------------------|-------------|---------------|-------------|-----------------------|-------------|
| | State | Agency | State | Agency | State | Agency | State | Agency | State | Agency |
| 10. with how you spend your day? | 4.20 (377) | 4.11 (18) | 4.10 (124) | 3.67 (3) | 4.35 (43) | 4.33 (3) | 4.28 (151) | 4.56 (9) | 4.12 (59) | 3.00 (3) |
| 11. with where you live? | 4.35 (384) | 4.11 (18) | 4.34 (125) | 2.33 (3) | 4.43 (46) | 4.33 (3) | 4.31 (153) | 4.78 (9) | 4.40 (60) | 3.67 (3) |
| 12. with the number of choices you get to make in your life? | 4.08 (325) | 4.44 (18) | 4.04 (106) | 3.67 (3) | 4.06 (36) | 4.33 (3) | 4.11 (130) | 4.56 (9) | 4.09 (53) | 5.00 (3) |
| 13. with the opportunities or chances you have had to make friends? | 4.30 (358) | 4.56 (18) | 4.20 (115) | 4.33 (3) | 4.32 (38) | 5.00 (3) | 4.35 (148) | 4.33 (9) | 4.33 (57) | 5.00 (3) |
| 14. with the health care you receive? | 4.40 (351) | 4.56 (18) | 4.39 (115) | 4.33 (3) | 4.37 (38) | 5.00 (3) | 4.34 (140) | 4.33 (9) | 4.59 (58) | 5.00 (3) |
| 15. with what you do during your free time? | 4.28 (355) | 4.33 (18) | 4.21 (113) | 3.67 (3) | 4.60 (40) | 5.00 (3) | 4.27 (143) | 4.56 (9) | 4.22 (59) | 3.67 (3) |
| 16. with the opportunities that you have had during the last year to do something that you are proud of? | 4.28 (286) | 4.88 (17) | 4.17 (93) | 5.00 (3) | 4.50 (28) | 5.00 (3) | 4.26 (125) | 5.00 (9) | 4.40 (40) | 4.00 (2) |
| How safe do you feel . . . | | | | | | | | | | |
| 17. in your home? | 4.46 (367) | 4.89 (18) | 4.47 (121) | 4.33 (3) | 4.26 (38) | 5.00 (3) | 4.47 (150) | 5.00 (9) | 4.55 (58) | 5.00 (3) |
| 18. in your neighborhood? | 4.34 (361) | 4.89 (18) | 4.27 (118) | 4.33 (3) | 4.26 (38) | 5.00 (3) | 4.32 (148) | 5.00 (9) | 4.54 (57) | 5.00 (3) |
| <p>The first number represents a mean rating. Scale: (items #10-16): 1=Sad/Not Happy . . . 3=Just OK . . . 5=Happy. Scale: (items #17-18): 1=Very safe . . . 3=Just OK . . . 5=Very safe. [Two additional responses were possible: "Do not understand" and "Does not apply to me"]. The number in parentheses represents the number responding to this item.</p> | | | | | | | | | | |

Some of the key findings were:

- The participants in the statewide Division of Mental Retardation and Developmental Disabilities Regional Center Programs were satisfied with their quality of life. All service ratings were above the mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this regional center ranged from 4.11 to 4.89. The highest rated items were with how safe they feel in their home and in their neighborhood. The lowest rated items were with how they spend their day and where they live.

Satisfaction with Quality of Life: Family Members

| How satisfied are you . . . | Total Family Members | | Case Management | | Congregate Residential | | In-Home | | Supported Residential | | Family Directed Support | |
|--|----------------------|--------------|-----------------|-------------|------------------------|-------------|---------------|-------------|-----------------------|-------------|-------------------------|--------------|
| | State | Agency | State | Agency | State | Agency | State | Agency | State | Agency | State | Agency |
| 10. with how your family member spends his/her day? | 3.89 (504) | 3.69 (42) | 3.97 (75) | 4.00 (2) | 4.07 (46) | 4.33 (3) | 3.93 (111) | 4.00 (7) | 4.15 (26) | 4.67 (3) | 3.78 (246) | 3.41 (27) |
| 11. with where your family member lives? | 4.43 (495) | 4.23 (43) | 4.27 (73) | 3.50 (2) | 4.51 (45) | 4.33 (3) | 4.28 (109) | 4.00 (8) | 4.50 (26) | 4.67 (3) | 4.51 (242) | 4.30 (27) |
| 12. with the number of choices your family member has in his/her life? | 3.75 (481) | 3.62 (42) | 3.89 (72) | 3.50 (2) | 4.02 (41) | 4.67 (3) | 3.80 (107) | 3.88 (8) | 4.12 (25) | 4.67 (3) | 3.60 (236) | 3.31 (26) |
| 13. with the opportunities/ chances your family member has to make friends? | 3.65 (483) | 3.66 (44) | 3.81 (74) | 3.00 (3) | 4.20 (40) | 4.67 (3) | 3.84 (108) | 3.75 (8) | 4.28 (25) | 4.67 (3) | 3.34 (236) | 3.48 (27) |
| 14. with your family member's health care? | 4.08 (491) | 3.95 (43) | 4.16 (73) | 4.00 (2) | 4.38 (45) | 5.00 (3) | 4.03 (102) | 4.13 (8) | 4.19 (26) | 4.67 (3) | 4.02 (245) | 3.70 (27) |
| 15. with what your family member does during his/her free time? | 3.64 (487) | 3.57 (44) | 3.78 (74) | 3.33 (3) | 4.00 (42) | 4.33 (3) | 3.65 (107) | 3.75 (8) | 4.08 (26) | 4.33 (3) | 3.47 (238) | 3.37 (27) |
| 16. with the opportunities your family member has had during the last year to do something that he/she is proud of? | 3.83 (460) | 3.72 (43) | 3.91 (70) | 3.33 (3) | 4.03 (39) | 3.67 (3) | 3.78 (104) | 3.88 (8) | 4.29 (24) | 4.33 (3) | 3.75 (223) | 3.65 (26) |
| How safe do you feel... | | | | | | | | | | | | |
| 17. your family member is in his/her home? | 4.54 (506) | 4.40 (43) | 4.51 (76) | 5.00 (3) | 4.60 (45) | 4.67 (3) | 4.42 (109) | 4.14 (7) | 4.46 (26) | 4.67 (3) | 4.59 (250) | 4.33 (27) |
| 18. your family member is in his/her neighborhood? | 4.30 (490) | 4.40 (43) | 4.42 (71) | 5.00 (3) | 4.44 (43) | 4.67 (3) | 4.27 (104) | 4.29 (7) | 4.48 (27) | 4.67 (3) | 4.23 (245) | 4.30 (27) |
| The first number represents a mean rating. Scale: (items #10-16): 1=Not at all satisfied . . . 5=Very satisfied. Scale: (items #17-18): 1=Not at all safe . . .5=Very safe. [One additional response was possible: "Does not apply to me"]. The number in parentheses represents the number responding to this item. | | | | | | | | | | | | |

Some of the key findings were:

- The family members of the participants in the statewide Division of Mental Retardation and Developmental Disabilities Regional Center Programs were less satisfied with their family member's quality of life. Over half of the ratings fell below the mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this regional center ranged from 3.57 to 4.40. The highest rated items were with how safe their family member is in his/her home and in their neighborhood. The lowest rated item was with what their family member does during his/her free time.

Previous Feedback

The last page of the survey offered people the opportunity to address any issues by writing in comments. These hand-written comments were copied and faxed back to your agency as they were received. The primary purposes for this action was to allow for immediate feedback from the people you serve, to give you the opportunity to make any necessary improvements, and to pass along compliments to your staff.

Sampling Methodology

Consumer Satisfaction Forms were given to people served by ADA and CPS during April 2000. For MRDD, data was collected through interviews.

People who received services from more than one program or agency received more than one survey. Therefore, some people completed more than one survey.

While this method may not have achieved a sufficient sample size to represent the opinions of all people who receive services from each provider, the survey has provided people with an opportunity to express their opinions and concerns. Giving the majority of people who receive DMH services a quick and simple way to express opinions and concerns about service quality is a major aim of this process.

Use of Data and Quality Improvement

The methods of data collection, the survey content and the survey results should all be considered in terms of quality improvement. The Missouri Department of Mental Health Satisfaction Survey has been designed as a quality improvement process, not as traditional mental health research.

There are two primary uses of this data. First, this data gives the Department of Mental Health an expression of the level of satisfaction of the people served by the Missouri DMH system as a whole.

Second, this data is designed to support quality improvement processes at the provider level. Each provider will have a basis upon which to compare the level of satisfaction of the people who receive services at their agency with other providers of their type and the state as a whole. This comparison makes it possible for each provider to improve the quality of the services they offer. In addition, each provider can get a clear idea of some of the issues that are important to the people they serve.

It is important to understand the context of services at each agency when interpreting the meaning of survey results. Differences in the population served at each agency, variations in service provision, and particular cultural characteristics of the community in which services take place must be taken into account as providers use this information to improve the quality of services. This report does not attempt to take into account these variations. As your agency engages in quality improvement, it is your responsibility to understand and take into account these local variations in order to make the most of the information contained within this report.

Please forward any suggestions for improvement of the survey process to Gary Harbison, Outcomes, Missouri Department of Mental Health, PO Box 687, Jefferson City, Missouri 65102. Additional information about survey results may be obtained by contacting Christine Rinck, Ph.D., University of Missouri-Kansas City Institute for Human Development, 2220 Holmes, 3rd Floor, Kansas City, Missouri 64108.